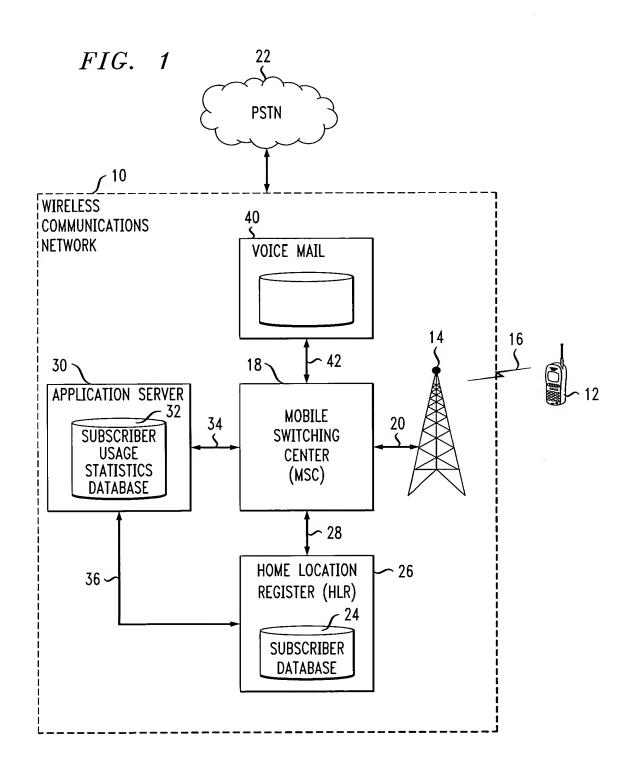


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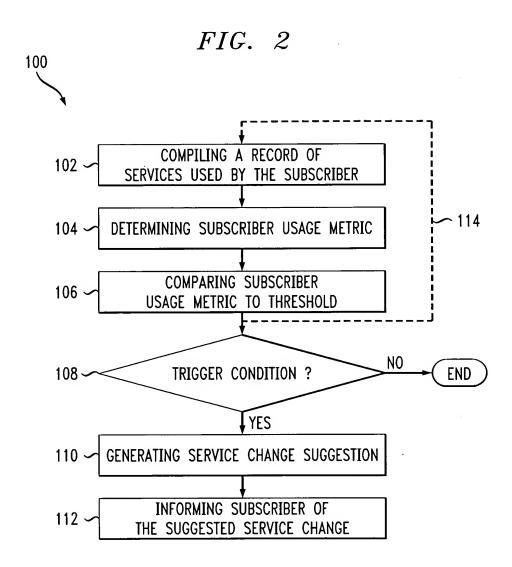




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FIG. 3 200 COMPILING A RECORD OF 202 -SERVICES USED BY THE SUBSCRIBER ~ 214 204 DETERMINING SUBSCRIBER USAGE METRIC NO USAGE METRIC INCREASE ? END 208 YES GENERATING SERVICE CHANGE SUGGESTION 210 -INFORMING SUBSCRIBER OF 212 THE SUGGESTED SERVICE CHANGE